

JULY 2015



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Center for Women's Cancer Opens

New space puts priority on wellness, patient experience

The new Center for Women's Cancer, located on the third floor of the UC Health Barrett Cancer Center, is now open and seeing patients. The public was welcomed at an open house event Saturday, June 27.

The center is dedicated to women's cancer care in the areas of imaging, infusion, consultation, second opinion and follow-up visits for women with suspected or diagnosed breast or gynecologic cancers.

"The overall wellness of patients who come to the center is our highest priority," says Rosemary Keiser, vice president of ambulatory service for UC Health, who adds that services including integrative medicine consultation, nutrition counseling, weight management, social work and financial counseling will also be offered in the space.

Planning for the space and execution of the project was a joint effort between cancer leaders Eric Eisenhauer, MD, gynecologic oncology, Mary Mahoney, MD, breast radiology, Arthur Evans, MD, obstetrics and

gynecology, Elyse Lower, MD, breast cancer oncology, and UC Cancer Institute Director William Barrett, MD.

"We discussed each of their needs to make sure that the space would be exactly what was necessary for the best quality care and experience for patients," says Keiser. "We truly want our patients' visits to be seamless, eliminating the need for them to wayfind to the various buildings and clinics on the medical campus, and now, it's everything they need in one place with their entire care team visible and available throughout the process—from diagnosis to wellness."

"We're very excited to unveil this new space to the public," says Barrett, who is also chair of the Department of Radiation Oncology at the University of Cincinnati College of Medicine and medical director for the Barrett Center. "This is just another way to provide the best, most convenient care for our patients in this region and beyond." •



Keiser

"We truly want our patients' visits to be seamless, eliminating the need for them to wayfind to the various buildings and clinics on the medical campus...."

Rosemary Keiser
Vice President,
Ambulatory Services
UC Health

Center for Women's Cancer includes:

- four mammography suites
- three ultrasound suites
- 18 exam rooms
- 18 infusion rooms
- procedure room



>> APPOINTMENTS & REFERRALS

To schedule an appointment with the UC Cancer Institute, call 513-584-8500.

Igniting Innovation in Care Delivery

COLLEAGUES,
Continuing our commitment to innovation and technology, UC Health and the University of Cincinnati



William Ball



Richard P. Lofgren

Academic Health Center are pleased to announce the first-ever "Care Delivery Innovation Competition." *(Details on page 3.)*

The purpose of this competition is to showcase successes in care delivery innovation and to drive, recognize and reward novel ideas throughout the academic medical center in fulfillment of our tripartite mission of clinical care, education and research.

Winners will be awarded in November 2015.

The inaugural "Care Delivery Innovation Competition" will focus on telehealth solutions that

enable more effective ways to provide care to our patients by increasing

efficiency, improving quality and enhancing access to care.

Examples include home monitoring for complex patients, emergency consultations for providers in rural areas, outpatient video visits and specialist consults to primary care providers.

UC Health telehealth programs in stroke, transplant and psychiatry, as well as consultations at our Daniel Drake Center for Post-Acute Care, have already expanded our reach along with our ability to provide more efficient patient-centered specialty care.

UC Academic Health Center faculty and students in the Colleges of Allied Health Sciences, Nursing and Pharmacy, with partners at the UC College of Engineering and Applied Science, are

developing novel models for incorporating telehealth into health care education and are innovating new technologies for use in homes and in the clinical setting.

By working together to build on these initiatives and further develop new ideas and approaches, we believe UC Health and the University of Cincinnati are poised to be leaders in telehealth innovation and health care delivery.

WILLIAM BALL, MD
Senior Vice President for Health Affairs, University of Cincinnati
Christian R. Holmes Professor and Dean, UC College of Medicine

RICHARD LOFGREN, MD
President and Chief Executive Officer
UC Health

CONTINUING OUR COMMITMENT TO INNOVATION AND TECHNOLOGY,

UC Health and the University of Cincinnati Academic Health Center are pleased to announce the first-ever "Care Delivery Innovation Competition."

Connected

Connected is a monthly publication for clinicians and associates of UC Health. Send your comments and ideas to CorporatePR-Marketing@uhealth.com.

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Care Delivery Innovation Competition

In November, judges will award \$20,000 to the top two teams who submit projects to the newly launched **"CARE DELIVERY INNOVATION COMPETITION."** Jointly sponsored by UC Health and the UC Academic Health Center, the competition aims to drive, recognize and reward novel ideas throughout the academic medical center. In this first year, the competition will focus on projects in the area of telehealth.

Who's Eligible?

All health professionals and researchers within UC Health and the UC Academic Health Center currently part of a telehealth initiative in either the implementation or pilot stage. Proposals must represent collaborations between UC Health and the UC Academic Health Center.

Funding*

A total sum of \$20,000 will be awarded to each of the top two proposal teams, as determined by a panel of judges following a competition event.

**Funding is allocated for program use only and cannot be used for salary support.*

Process

- **Sept. 1, 2015:**
Interested teams to submit Competition Entry Form to anya.sanchez@uhealth.com.
- **Sept. 15, 2015:**
Teams chosen to move forward and present at the Competition Event.
- **Oct. 30, 2015:**
Written proposal must be submitted electronically by 5 p.m. to anya.sanchez@uhealth.com.
- **November 2015:**
Competition Event, selection by judges and winners announced.
- **March 2016:**
Winning teams will present their projects at the National Telehealth Conference, co-hosted by UC College of Nursing and UC Health.

Judging Criteria

Programs will be evaluated based on four areas:

- **Innovation/Creativity:** 30%
- **Scalability/Sustainability:** 30%
- **Positive Impact** (on cost, quality, access): 30%
- **Interdisciplinary Collaboration:** 10%

Judges

A panel of judges will be selected from within UC Health and the UC Academic Health Center and/or affiliates.

Event

The judging process will occur during a Competition Event. All teams will present their programs before a panel of innovation experts who will determine the winners.

How to Enter

Download the Competition Entry Form (PDF) at http://bit.ly/Telehealth_CDIC_Form and return to Anya Sanchez at anya.sanchez@uhealth.com by Sept. 1, 2015. ●

>> FOR MORE INFORMATION
Questions? Please contact Pamela Kimmel, UC Health's director of telehealth, at 513-520-3716 or pamela.kimmel@uhealth.com.



In this first year, the Care Delivery Innovation Competition will focus on projects in the area of telehealth.

'Platoon Guide' Meets 'Drill Sergeant' for Heart Care

Desire to take charge again leads patient to improved health

>> APPOINTMENTS & REFERRALS

To reach the UC Health Advanced Heart Failure Treatment Center, call 513-584-7217.

Curtis Ashby, 49, has always been a leader. That independent streak served him well in the military and made him a formidable foe on the athletic field as a teenager. However, the trait took a back seat when he suffered heart failure a year ago.

He came to the UC Health Advanced Heart Failure Treatment Center and found that it is OK to be someone who takes direction well, especially when there is a talented team of physicians, nurses and cardiac rehab specialists who have your back.

"It's more important than ever for me to follow directions now," says Ashby, a married Cincinnati father of four adult children. "I had a hard time with that, being a former manager and being strong-willed and opinionated.

"I've run everything my whole life and I've never been someone who has followed anyone. When I went in the military my second week in training I became the platoon guide. I run the show; I don't listen and I have a hard time with that."

Ashby came to UC Health with a hypertensive emergency, pulmonary

embolus and uncontrolled diabetes. An echocardiogram performed in June 2014 showed he suffered a severely reduced ejection fraction of 20 to 25 percent. This measurement shows the percentage of blood leaving your heart each time it contracts. Normally, it should range from 50 to 55 percent.

Ashby learned that only about 1 percent of the people with his condition would ever return to a normal heart rate or ejection fraction. He was determined to make the cut.

By staying on a restricted diet and sticking with an exercise regimen designed by the cardiac rehabilitation team at the Hoxworth Building, Ashby, a former U.S. Army sergeant, dropped 30 pounds in six months and returned to a normal ejection fraction of 55 percent.

At the prodding of Anita Whitton, a nurse practitioner in the heart failure and transplant program, Ashby started reading food labels and watching carbs and sodium intake. He also installed an app on his phone to count calories.

"She is a drill sergeant but I love her," says Ashby about Whitton. "She is direct and that's what I needed. She was like,

"this is your life and these are the things that must change. So you have to lose some weight. This is not something you can get rid of or get over, but you can manage it well."

He worked closely with Whitton under the direction of Stephanie Dunlap,



Dunlap

DO, medical director of the UC Health Advanced Heart Failure Treatment Center. Exercise physiologists Stephanie Moore and Chris Mueller coordinated his physical activity,

while access coordinators Shirley White and Jeanne Flick welcomed Ashby to his weekly appointments. Ashby says UC Health's team approach really made a difference in his care.

"I was like, 'I am not going to stay sick.' My goal was to recover 100 percent and get better. I took it seriously from day one because I thought I was going to die," says Ashby.

Ashby, who has an infectious smile, says his diagnosis initially made him angry.

"You can't tell because I am playful and I joke all the time, but I was mad that I was sick. That was the motivating factor," Ashby says. "I don't like to be told what to do. I figure if I can do it and get where I am supposed to be, I won't have to have people telling me what to do."

Susan Duncan, a registered nurse at UC Health's cardiac rehabilitation program, says Ashby's determination has paid off.

"He has worked very hard in the last year," says Duncan. "He has changed his diet and has been steadily losing weight, successfully managing a heart failure medication regimen and showing persistence and tenacity in attending cardiac rehabilitation despite some significant challenges." ●

Below, from left to right: Jeanne Flick, Access Coordinator, Heart Failure; Stephanie Moore, Exercise Physiologist, Cardiac Rehab; Curtis Ashby; Shirley White, Access Coordinator, Heart Failure; Chris Mueller, Exercise Physiologist, Cardiac Rehab



Understanding and Treating a Patient's 'New Normal'

Spinal Cord Injury Clinic fills regional gap in care

When people suffer an accident that involves injury to the spinal cord, they may undergo a variety of treatments for the trauma. But after the initial treatment is completed and they move on to a "new normal," they still have special health care needs.

Now, people with spinal cord injuries have a new option—the recently launched UC Health Spinal Cord Injury Clinic, based at UC Health Daniel Drake Center for Post-Acute Care.

"Too often, the medical needs of

people with spinal cord injuries fall through the cracks," says Angela Stillwagon, DO, who specializes in physical medicine and rehabilitation.



Stillwagon

offer the understanding and TLC they

"Family doctors don't offer specialized services, yet patients no longer need to see a neurologist or surgeon. There was a hole. That's where the new UC Health

deserve. We provide medical interventions that can truly improve their quality of life."

The Spinal Cord Injury Clinic includes a multidisciplinary team that sees the patient in one day, at one location, and can address the needs that might arise from the spinal cord injury. Interventions are supervised by physical medicine and rehabilitation physicians who focus on musculo-skeletal injuries.

The clinic provides a full scope of services, including physical therapy to address individualized level of function and education on up-to-date treatment options, skin care/wound care and urology services.

Based on the patients' needs determined at the clinic, additional follow-up services can be provided, such as:

- Pressure mapping for custom wheelchair seating and positioning.
- ReWalk™ and Ekso™ exoskeleton devices that help patients with spinal cord injuries stand up and walk.
- Warm water pool for gravity-elimination resistance to help with strengthening and posture.
- Wellness classes.
- Functional e-stim (electrical stimulation).
- Occupational therapy.
- Physical therapy.

>> **APPOINTMENTS & REFERRALS**

To schedule an appointment with the UC Health Spinal Cord Injury Clinic, call 513-418-2707.



The UC Health Spinal Cord Injury Clinic based at UC Health Daniel Drake Center for Post-Acute Care provides a full scope of services, including physical therapy to address individualized level of function and education on up-to-date treatment options, skin care/wound care and urology services.



in brief

Inman Named VP of Strategic Planning and Special Projects

Ted (Edward J.) Inman, JD, has joined UC Health as vice president, strategic planning and special projects. He previously served as CEO of Oncology Hematology Care Inc. from 2011 to 2014. Prior to that, Inman was senior vice president of strategic planning and business development for Spectrum Health Medical Group, a 700-physician group in Western Michigan.

Inman received his Juris Doctorate from the University of Michigan and was a private practice attorney and managing partner for 15 years with a law firm in Western Michigan.



Inman

UC Health Well Represented at Leadership Awards

Tad Lawrence of Lindner Center of HOPE, Harsh Sachdeva, MD, of the UC Health Pain Medicine Center, and Beth Tabor of UC Health West Chester Hospital, were recognized at Venue Media's 2015 Comprehensive Healthcare Leadership Awards held Tuesday, June 30, at the Oscar Event Center in Fairfield. The event honors the region's leading health care professionals "who strive to improve not only the everyday lives of their patients and colleagues, but their community as well."

Music to Our Ears

Starting in mid-July, University of Cincinnati Medical Center began playing the Brahms' Lullaby each time a baby is born. The music can be heard throughout the corridors of the Main hospital. New mothers being transferred to the postpartum

unit after giving birth are given the opportunity to push a special button that triggers a 9-second passage from Johannes Brahms's famous lullaby "Wiegenlied: Guten abend, gute nacht," ("Good evening, good night"), which was published in 1868. The music is not played in individual patient rooms.

"I believe that hearing the lul-

laby will remind all of us at UC Medical Center that our role as a provider of advanced specialty care extends beyond treating injury and disease. It also includes ushering precious new lives into the world," says Ruby Crawford-Hemphill, assistant chief nursing officer, patient care services.



University of Cincinnati Medical Center has opened its expanded, state-of-the-art "hybrid" operating room. The renovated space will make heart surgery less invasive, offer non-surgical valve replacement and repair, introduce catheter-based treatment of stroke and blood vessel aneurysms and reduce recovery time for patients in the Tristate.

The 854-square-foot hybrid operating room is located on the second floor of the hospital and connects the existing catheterization laboratory with the operating room. The expansion represents a \$6 million investment by UC Health.

SAVE THE DATE: UC at the Zoo Event Nov. 7

The date has been set for UC at the Zoo 2015: Saturday, Nov. 7. The Cincinnati Zoo and Botanical Garden will be open exclusively to the UC community for this special event. Tickets will be \$5 (down from \$7 last year) and include admission, parking and discounts. Because this is a private event, zoo memberships are not valid. Details on how to purchase tickets will be announced later. UC at the Zoo is sponsored by UC and UC Health.



INTEGRATIVE HEALTH AND WELLNESS CONFERENCE

Save the date for "Resolve to Get Healthy," Saturday, Jan. 23, 2016, at the Kingsgate Marriott Conference Hotel on the UC medical campus.

This community day, sponsored by the UC Center for Integrative Health and Wellness, will offer attendees experiences in yoga, Tai Chi, acupuncture and mindfulness techniques, and tips on healthy eating, better sleep, stress reduction and mindful parenting. More information to come. Questions can be directed to Kelly Lyle at kelly.lyle@uc.edu.

CLINICAL TRIAL SPOTLIGHT

Research Study for Metastatic Breast Cancer

WHAT: The purpose of this study is to see if an experimental treatment using a drug called olaparib is effective in treating metastatic breast cancer and how it compares with your doctor's choice of chemotherapy: capecitabine, vinorelbine or eribulin.



WHY: Olaparib is a PARP (poly [adenosine diphosphate-ribose] polymerase) inhibitor (this means that olaparib stops an enzyme found in the body known as PARP from working). In normal cells when DNA is damaged, PARP helps to repair the broken strand of DNA.

However, cancer cells without BRCA1 or BRCA2 protein when exposed to olaparib can't carry out these repairs. The combined effect of knocking out both DNA repair mechanisms is so severe that the cancer cells die. Therefore, olaparib is tested in patients who have a mutation on the BRCA1 and/or BRCA2 genes, as it is likely to be more effective in this population.

WHO: Women age 18 and older who have been diagnosed with metastatic breast cancer associated with BRCA1 or BRCA2 mutation.

DETAILS: For more information, contact the UC Cancer Institute at kastla@ucmail.uc.edu or 513-584-7698.

PURSuing PERFORMANCE EXCELLENCE

A Review and Look Forward

WITH THE END OF JUNE, our fiscal year (FY15) came to a close. About 65 percent of the companies in the U.S. use the calendar year as their fiscal year. That’s easy to follow. Many academic-based organizations, however, use July to June in order to align with the traditional school year calendar. So, June was the last month for the FY15 enterprise goals at UC Health. These may change a little as final numbers come in, but it looks like we will finish the year as follows:

MAXIMUM PERFORMANCE	GOALS MET	MISSED THE MARK
<ul style="list-style-type: none"> • Safety <i>(Reducing patient harm as measured by the AHRQ Patient Safety Indicators.)</i> • Inpatient Service <i>(Increasing patient satisfaction for patients in the hospital as measured by a post-visit survey.)</i> • Growth <i>(Increasing referrals to University of Cincinnati Medical Center from distant hospitals.)</i> 	<ul style="list-style-type: none"> • Quality <i>(Reducing hospital-acquired infections.)</i> • Outpatient Service <i>(Increasing patient satisfaction in visiting UC Health offices and clinics outside of the hospital.)</i> 	<ul style="list-style-type: none"> • Efficiency <i>(Reduce supply costs, eliminate waste.)</i> <p>Our supply costs have actually increased about 5 percent from the previous year. The health care market today expects high quality, safety and service, and, increasingly, a push for all of this at a better price. That’s the value equation. We need your help in the upcoming year to move this forward.</p>

ENTERPRISE-KEY PERFORMANCE METRICS (FY15) (MOST CURRENT AS OF JULY 10, 2015)							
ENTERPRISE-GOALS		Monthly Performance			FYTD Performance		
		FY15 Month	Goal	FY14 Month	FY15 YTD	Goal	FY14 YTD
QUALITY	Number of patients that acquired a central IV infection, urinary tract infection or surgical site infection	11	10	13	122	115	127
SAFETY	Number of patients with an adverse safety event	14	35	37	295	425	554
SERVICE	% of INPATIENTS rating the hospital as either a “9 or 10”	70.9	70.3	74.5	71.9	70.3	68.8
	% of OUTPATIENTS rating the provider a “9 or 10”	79.3	83.0	82.4	82.8	83.0	81.4
EFFICIENCY	Supply cost/Adjusted discharge <i>(adjusted for case mix index)</i> *	\$1,954	\$1,710	\$1,748	\$1,868	\$1,710	\$1,779
GROWTH	Number of patients referred from “outlying” areas	1,155	1,121	1,041	13,604	13,604	12,646

* No June data available as of July 13th

In the fiscal year which is just now beginning, we will have a new set of enterprise goals. They are very similar to this past year, and we have raised the bar on the performance we expect of ourselves.

Let me end by thanking all of you who participated in this year’s Patient Safety Culture Survey. Your opinions and thoughts about how we can make UC Health the safest, highest quality and most satisfying experience for our patients is important. We made many improvements based on your feedback last year and will do so again this year. We are committed to getting the results of the survey back in front of all of you quickly and then focusing on actions to get better.

Thank you for all you do. Be well,
 Jeff Norton
 Vice President and Chief Performance Officer

KEY

Red	< Acceptable
Orange	≥ Acceptable
Yellow	≥ Goal
Green	≥ High Performing



Norton

>> News Or Ideas?
Have performance improvement ideas or news to share?
Contact Norton at jeff.norton@uchealth.com



We're all UC Health

Mike Kuechenmeister

Director of Plant Operations and Maintenance
UC Health West Chester Hospital

MIKE KUECHENMEISTER, UC Health West Chester Hospital's director of plant operations and maintenance, is passionate about his job, to say the least.

He can do everything—from installing a complicated ventilation system to choosing the best type of hand sanitizer to minimize the risk of slips and falls. He can explain in detail how a tankless water heater works, or state from memory Joint Commission requirements for signage in hospitals. Kuechenmeister is a fixture at West Chester Hospital, often seen wearing a hard hat while overseeing construction or leading his team of electricians, carpenters and groundskeepers, and he never hesitates to get his hands dirty and do a job himself.

Recognizing his nearly 40-year career, the American Society for Healthcare Engineering (ASHE) recently presented Kuechenmeister with the Crystal Eagle—the organization's lifetime achievement award—at their 52nd Annual Conference and Technical Exhibition in Boston. The Crystal Eagle is awarded to leaders in advancing the principles and standards of safety, efficiency, conservation, emergency management and professionalism in the industry.

Kuechenmeister, who was part of the committee that founded the Crystal Eagle award in 1998, says, "Little did I think then that I would be standing here today to accept this award, knowing all the hard work that goes into fulfilling the criteria."

Known as a leader and mentor in the industry, Kuechenmeister says his main goal is to keep his hospital operating safely and efficiently on a daily basis.

"Our patients and visitors come to us at some of the worst moments of their lives," he says. "As health care professionals, it's up to us to try to provide the best possible patient care experience we can."

Kuechenmeister was involved in the construction and opening of West Chester Hospital and has overseen all subsequent construction projects, including build-

ing the newly opened Maternity Services unit, and was instrumental in obtaining ENERGY STAR® certification for the hospital. Prior to that, he served as director of plant operations and maintenance for St. Luke Hospitals, as director of facilities for the Daniel Drake Center for Post-Acute Care, and as assistant vice president of corporate facilities for Jewish Hospital.

In addition to his many contributions to the field, Kuechenmeister became a nationally recognized leader in helping several southern hospitals stay open during Hurricane Katrina. He also provides consulting services for Joint Commission Resources (an affiliate of the Joint Commission) and the Federal Emergency Management Agency. He received his bachelor's in maintenance management from Lewis University in Lockport, Illinois, and is a licensed Certified Healthcare Facility Manager, a fellow and active member of ASHE and an instructor of facilities management and environmental health and safety issues for the Building Owners and Management Association. •



Mike Kuechenmeister



uchealth.com

Inpatient and outpatient services available in the following communities:

- OHIO**
- ADAMS COUNTY
- ANDERSON
- CLIFTON
- DOWNTOWN
- HARTWELL
- KENWOOD
- KETTERING
- LIMA
- MASON
- MIDTOWN
- MILFORD
- MONTGOMERY
- MT. AUBURN
- TRENTON
- TRI-COUNTY
- WEST CHESTER
- WESTERN HILLS
- WHITE OAK
- WILMINGTON
- WYOMING
- KENTUCKY**
- FLORENCE
- LEXINGTON
- MAYSVILLE
- INDIANA**
- AURORA
- BATESVILLE
- GREENSBURG
- MADISON
- NORTH VERNON
- RUSHVILLE